

Information Services Board Briefing Paper on the Department of Corrections' Offender Management Network Information Project

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Description

The Department of Corrections (DOC) will provide a Phase II project status update and describe the project approach to items such as risk mitigation, communications, quality assurance, and change management.

Background

Due to delays mainly related to system software, Phase I of OMNI did not complete until October 2001. Although IBM began unrelated Phase II design activities including Common Services, the delay will require a compressed Phase II schedule. Also, to assist community correction officers in meeting the requirements of community supervision in the Offender Accountability Act, DOC has modified Phase II deliverables. The "Classification" module will be developed in the place of the "Release" module.

Status

IBM continues to support the Offender Accountability Plan (OAP) application that was developed in Phase I. OAP Release 1.5 was installed in January 2002. DOC and IBM agreed on a subsequent release schedule of every two months for calendar year 2002.

On February 28, 2002 DOC signed the Phase II Statement of Work (SOW) with IBM Global Services. The SOW plan calls for early completion of the Risk Management Identification (RMI) and Level of Services Indicator Revised (LSI) Classification applications.

IBM conducted several reviews and workshops related to Phase II design including Common Services architecture and Use Cases. DIS staff participated in the reviews. On March 11-12, IBM conducted the first of two risk management workshops to train OMNI stakeholders on the IBM Global risk management methodology. Subsequent workshops will be scheduled to identify and develop risk mitigation plans as part of the risk management process. The process includes monthly risk plan reviews by the OMNI project management team. The team consists of the: IBM project and deputy project managers, DOC project and deputy project directors, DOC OMNI business manager, DOC software engineering process group manager, external quality assurance consultant, and DIS oversight consultant. The project team also conducted a review of the external quality assurance plan that will be employed in Phase II.

Issues

- Can IBM provide the Phase II RMI and LSI application deliverables in time to demonstrate them to the ISB and Legislature in support Phase III budget requests?
- Can DOC and IBM employ Phase I lessons learned to improve the risk management, change management and communications management processes in Phase II?

Recommendation

The Department of Information Services recommends that DOC/IBM complete an integrated work plan that includes all required IBM and DOC resources including testing and training, and that addresses mitigating actions specified in risk mitigation plans.